

CLAIMS



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We claim:

- [c1] 1. A property management system for managing property utilized by a tenant, managed by a property manager, and serviced by a vendor, comprising:
- an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;
- a digital network for receiving the incident report from the correspondent; and
- a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor.
- [c2] 2. A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising:
- an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;
- a digital network for receiving the incident report from the correspondent; and
- a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager

and the vendor, the computer-based application generating a notification in response to the incident report, the notification being transmitted to the vendor via a notification method.

- [c3] 3. A property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor, comprising:

an incident report corresponding to an incident being generated by a correspondent, the correspondent selected from at least one of the tenant, the property manager and the vendor;

a digital network for receiving the incident report from the correspondent; and

a computer-based application for receiving the incident report from the digital network and storing the reported incident in a database, the database being accessible via the digital network to the tenant, the property manager and the vendor, the computer-based application generating a notification in response to the incident report, the notification containing information describing a work request, the notification being transmitted to the vendor via a notification method.

- [c4] 4. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by electronic mail.

- [c5] 5. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by facsimile.

- [c6] 6. The property management system for managing property utilized by a tenant, maintained by a property manager, and serviced by a vendor as described in claim 2 wherein said notification method includes the transmission of the notification by computer synthesized telephone-delivered voice or voice mail.
- [c7] 7. Those methods include: web site provided information, e-mail, pager activation, real-time synthesized telephone-delivered voice or voice mail, fax, paper mail, and transmission to a digital wireless device such as a personal digital assistant.